

CHAMPS Access FAQs

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1. How do I access CHAMPS?

- The web portal for CHAMPS is located at: <https://sso.state.mi.us>.
- All persons wishing to access CHAMPS must apply for a user name and password then subscribe to the CHAMPS link.
- Instructions on this process are located at: www.michigan.gov/mdch
>CHAMPS >SSO Instructions.

2. What is a Domain Administrator?

The Domain Administrator is the person that controls access to a Provider Domain (NPI) and determines who has access and what profiles those persons will have in the Domain. The Domain Administrator profile is assigned to the person who completed the Provider Enrollment Application for your organization and rendering providers.

3. Who would the Domain Administrator be for my organization?

Typically the Credentialing or Provider Enrollment Department would be the Domain Administrator(s). Check with your management to find out the person(s) that completed the agency and individual applications. This person(s) would be the Domain Administrator.

4. What if the person that completed the application(s) has left our organization?

If the person(s) who completed the Provider Enrollment application has left your organization and did not transfer domain rights to another individual, or if your management is not sure who has domain rights, the MDCH Provider Enrollment Unit may grant Domain Administrator rights to your Management. Please contact Provider Enrollment at ProviderEnrollment@michigan.gov or 1-800-292-2550 option#3 to have your domain rights reset. Your management will then be able to grant staff access rights to the various Domains.

5. If a user is never expired or locked from an enrollment, after they have left the organization, will their access ever automatically expire?

Access to a provider's domain in CHAMPS will automatically expire after 2 years of inactivity.

6. What is the difference between a Domain and a Profile?

The Domain is the NPI or provider enrollment application of an individual, agency, or organization. To access the various CHAMPS subsystems, the user must select the appropriate domain. For example, if a provider wants to check the status of a claim, the user would select the billing provider's domain. However, if a user wanted to update the license of one of their rendering/servicing providers, the user would enter into that specific provider's domain. The Profile is the role or access rights the user has for the Domain. Users may be assigned to more than one Profile per Domain.

7. Can a Domain Administrator profile be end-dated?

Yes, as long as there is at least one other active Domain Administrator for the provider.

8. Can a Domain Administrator profile be end-dated?

Provider should click on the Admin Tab and then choose "Select User List". In the "Filter By" drop down select Domain Name. Put %NPI% (for example %1234567899%) in the box. Once the list of users who have access comes up select the user you wish to end date and enter the end date (end date may not be before today's date) and then click save.